*Fig. 1*

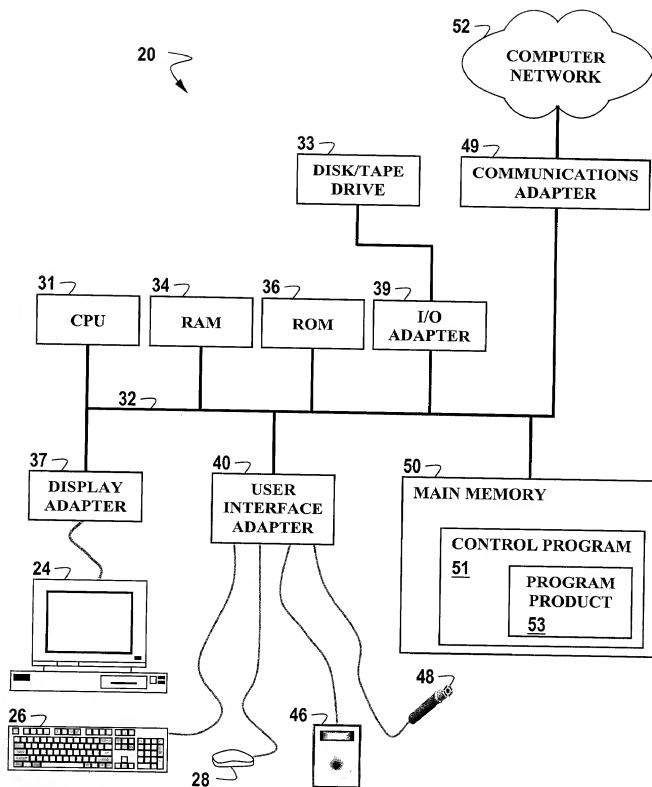
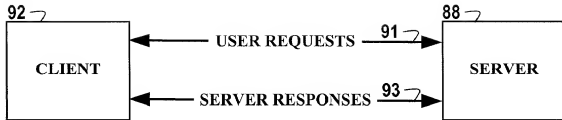
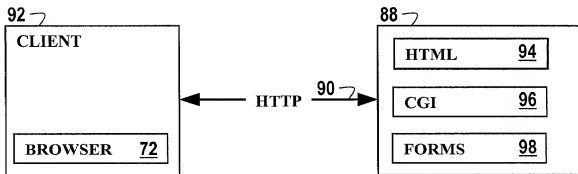
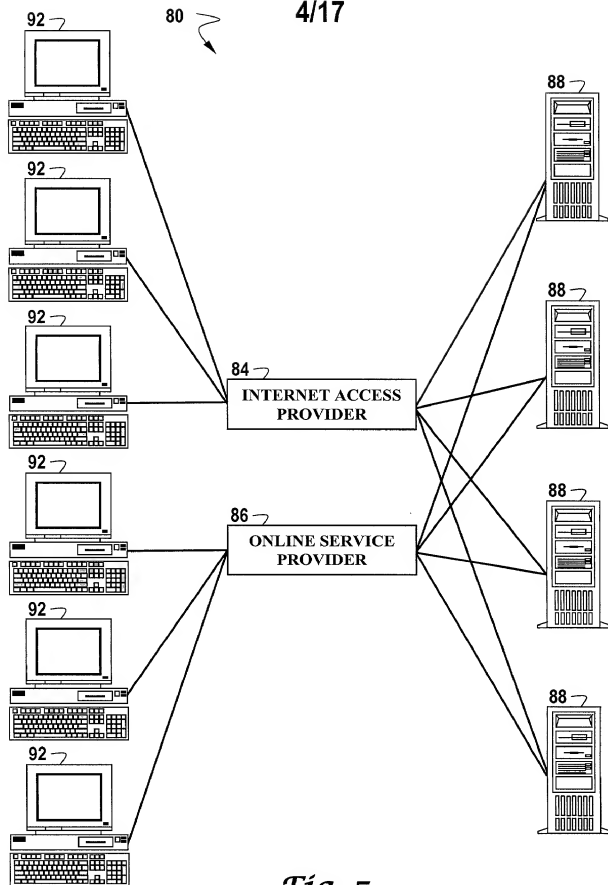
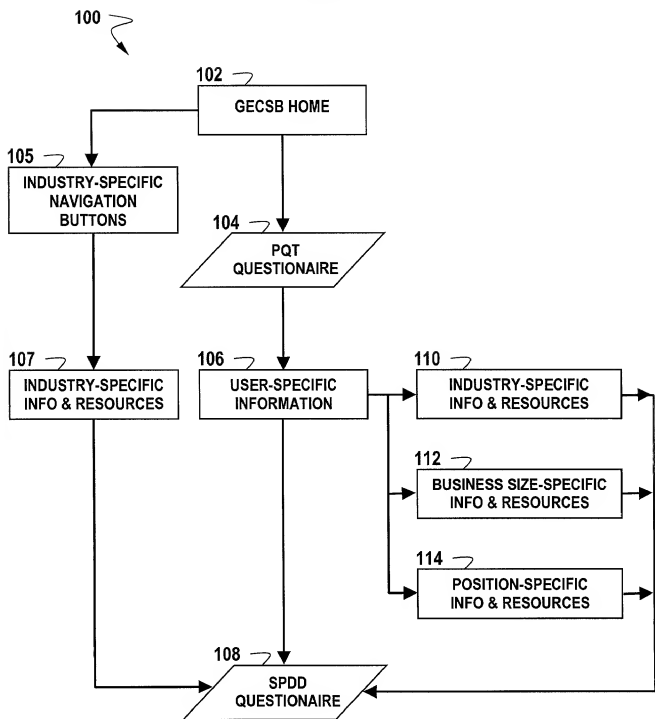


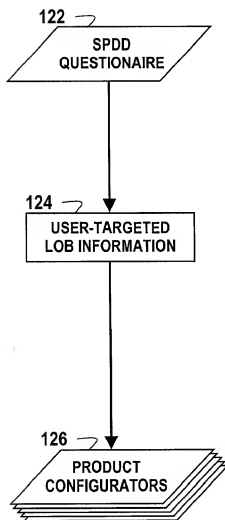
Fig. 2

*Fig. 3**Fig. 4*

*Fig. 5*

*Fig. 6*

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*Fig. 7*

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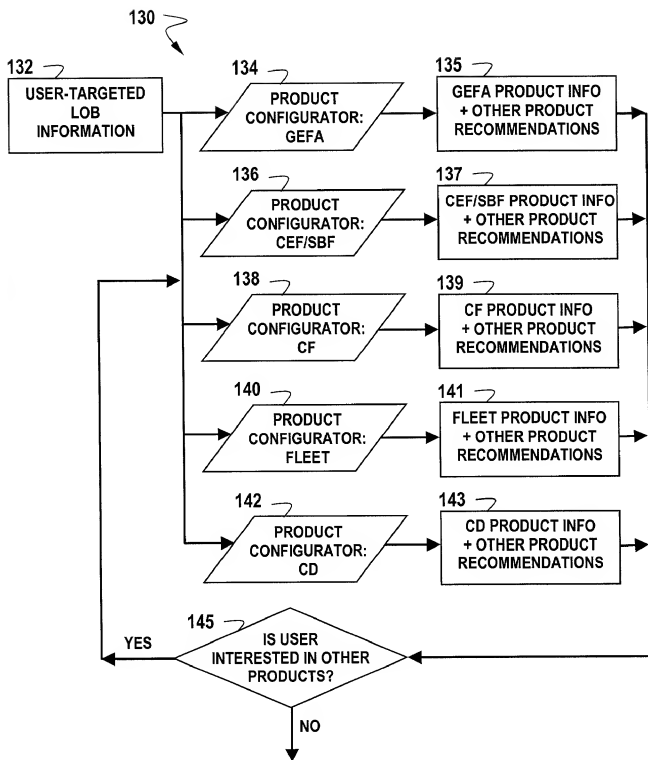
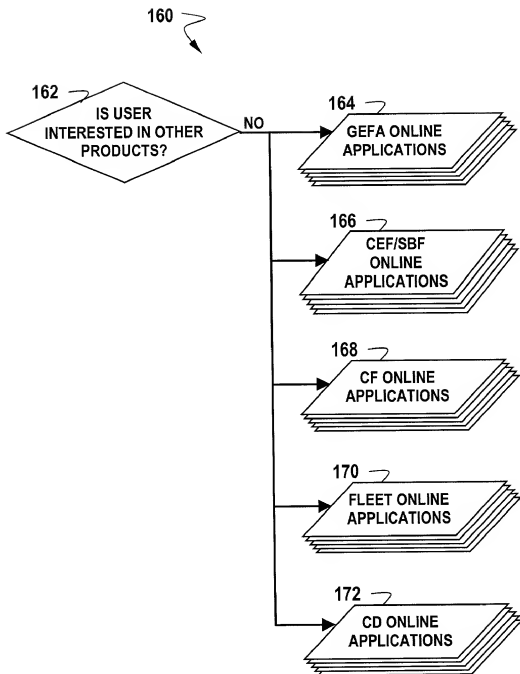


Fig. 8

*Fig. 9*

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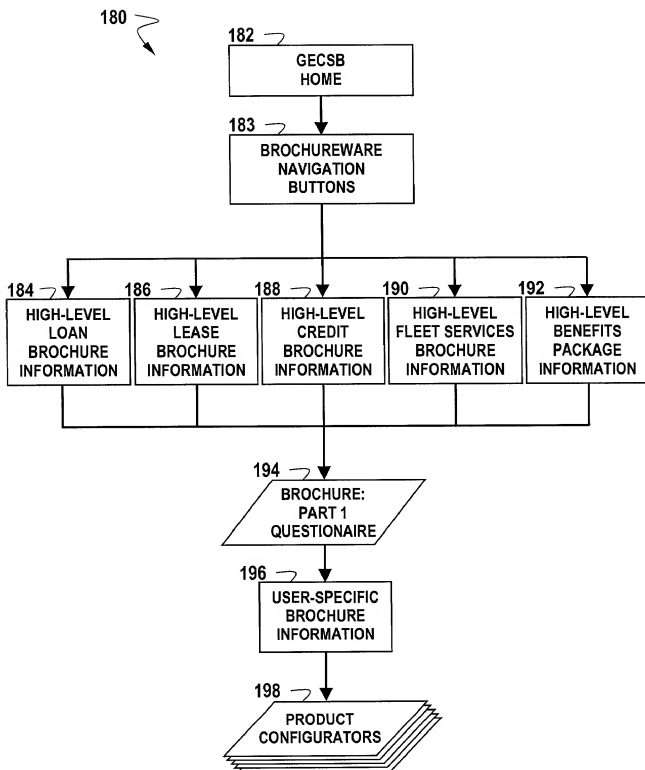
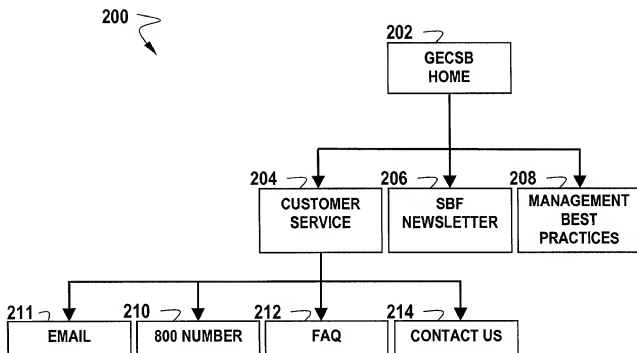


Fig. 10

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*Fig. 11*

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FEATURE SET	DEFINITION/USAGE	TECHNOLOGY USED TO FULFILL REQUEST
212  Brochureware	Business specific information with some high level product description	HTML files may be stored in the file system
214  Interactive Marketing	Industry/business /product information which will be "pushed" to a user based on input/profile	A Java servlet may gather information from any form and hand it off to an appropriate business rule class. The result can be links to the content or the actual content
216  Pre-Qualifying Templates	General question to determine if the user qualifies for a business offering. Used to gather user information	HTML form with client-side JavaScript to enforce some business rules. The rest can be handled by the appropriate business class. The result is specific content based on input, Sales Process Drill Down.

Fig. 12

230

FEATURE SET	DEFINITION/USAGE	TECHNOLOGY USED TO FULFILL REQUEST
<p data-bbox="202 365 336 414">Sales Process Drill Down</p>	<p data-bbox="398 339 616 414">More specific questions regarding the user's need</p>	<p data-bbox="657 339 885 585">HTML form with client-side Javascript to enforce some business rules. The rest can be handled by the appropriate business class. The result can be specific content based on input, Product Configurator.</p>
<p data-bbox="202 651 347 700">Online Product Application</p>	<p data-bbox="398 625 616 700">An application allowing a user to apply for a product offering</p>	<p data-bbox="657 625 885 844">HTML from with client-side JavaScript to enforce some business rules. The rest can be handled by the appropriate business class. The result can be notification of application receipt.</p>
<p data-bbox="202 901 336 950">Management Best Practices</p>	<p data-bbox="398 875 564 971">Documentation regarding best practices in small business</p>	<p data-bbox="657 875 885 918">HTML files can be stored in the file system</p>

Fig. 13

240




FEATURE SET	DEFINITION/USAGE	TECHNOLOGY USED TO FULFILL REQUEST
242  Product Configurator	Application to allow user to select criteria to determine an appropriate product for their need	HTML form with client-side Javascript to enforce some business rules. The rest can be handled by the appropriate business class. The result can be a list and description of product which match their need.
244  User Services	Allows users to access FAQ's and email regarding general questions	Java email classes can handle the email functionality. FAQ's can reside on the file system
246  Industry Specific Information	Specific content regarding industry	HTML files can be stored in the file system. This content can be sent to the user's browser.

Fig. 14

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Web Products and Solutions	Interactive and Marketing Tools	Educational and Transactional Information
Products Services Payroll eZoffice Affiliate Programs Insurance Loans e-Commerce Service Cash Management Factoring 401(k) plans Accounting Services Tax Services Bill Pay	Analysis Configurator Product Configurator Online Leasing Online Credit Card Online Fleet App. Calculators Recommendation Tools Credit Screening/ /Grading/Scoring Online Documentation Company Diagnosticator Online Funding Online Documents and Workflow	Home Page Industry Newsfeeds Case Studies Testimonials Video Testimonials Stock Prices Investment Advice Intelligent Searching Small Business University Customer Service Your Office@Fleet Click-To-Talk Community Bulletin Board Links to Sales Force Best Practices Feature of the Day

Fig. 15

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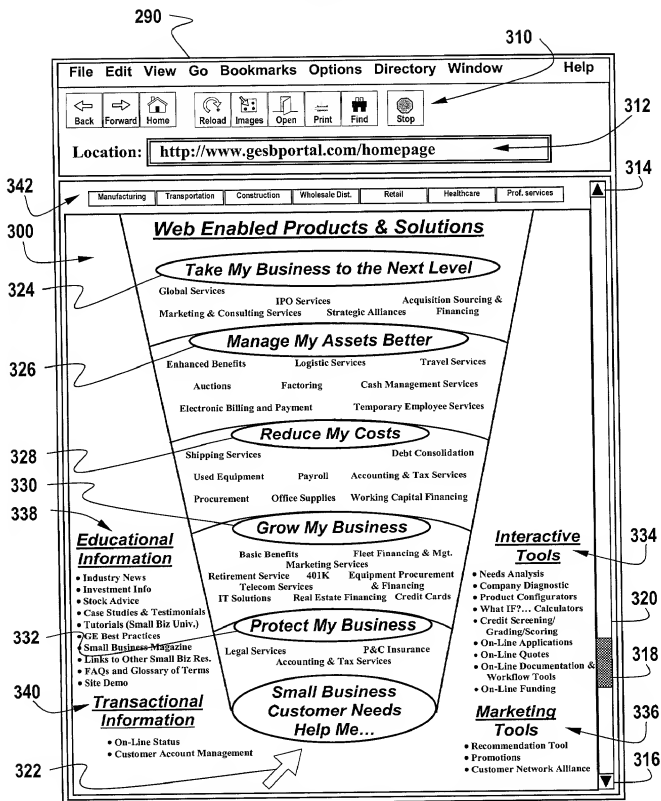


Fig. 16

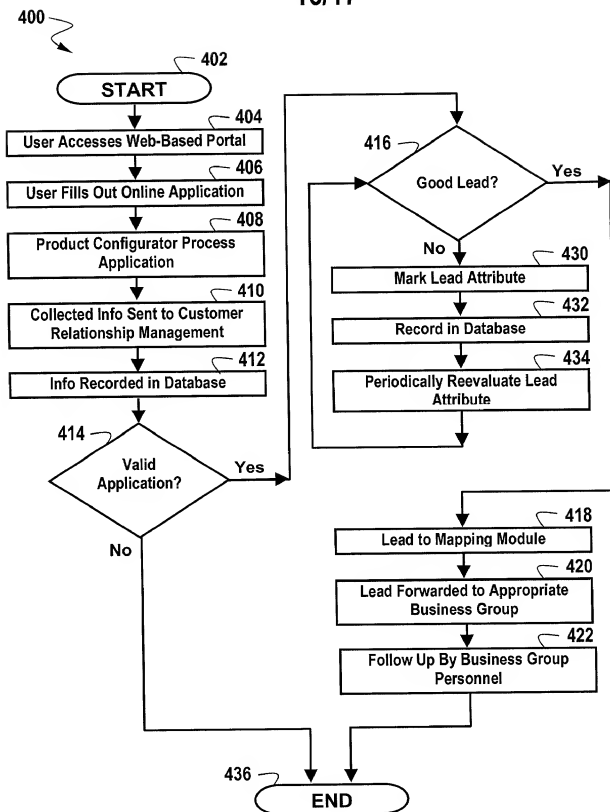
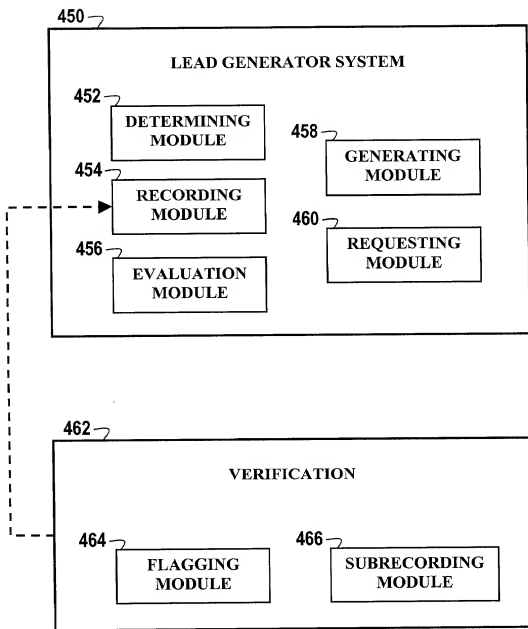


Fig. 17

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*Fig. 18*